



Larry M. Pittman
Director of Operations
Tradewinds Distributing
14610 Breakers Drive
Jacksonville, FL 32258
(904) 407-4472
lpittman@tradewindshvac.net

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To: All Whirlpool Locations and Sales Personnel

Re: Procedure to process new *Home Climate* Extended Warranties applications sold by Whirlpool Gold Dealers.

The purpose of this memo is to explain how to correctly process the sale of the Whirlpool Home Climate Protection extended warranty to the authorized Whirlpool Gold Dealers.

1. In order for the dealer to be authorized to sell the Home Climate Protection program the Dealer must first have completed the Whirlpool Gold Dealer sign up process for handling extended warranties and have their **Universal Administrators registration number** that is assigned when they are registered with Universal Administrators by our Marketing Department. This requires the dealer to complete the **Universal Administrators Dealer Agreement and the Service Center Agreement**. Without the two completed documents, the dealer cannot sell the Home Climate Protection Warranty to a homeowner nor can they perform warranty services to the equipment warranted under the program that may have been sold by another Whirlpool Gold dealer. The dealer registration process **must be completed** when the dealer is initially signed up.
2. Your Whirlpool Gold Dealer must bring to you a completed Home Climate Protection application (Form: HCP001) whenever they sell the extended warranty to the homeowner. **You must receive the application completed with all the necessary dealer and homeowner information, (not partially complete) including the signature of the homeowner and the dealer** in order for you (the Service Center) to process the application.
3. The Service Center will then complete the Distributor Information portion of the application upon receiving the application from the Dealer.
4. You will then create a Purchase Order to Tradewinds tagging this item to the sales order (pick ticket); you will then fax the Purchase Order via the fax to Tradewinds 904.407.8470.

5. You will then mail the Home Climate Protection extended warranty application along with a copy of the invoice and a copy of the purchase order to Tradewinds Marketing Department; Attn: Home Climate Protection Coordinator. The coordinator will register the Home Climate Protection consumer extended warranty online with Universal Administrators. It would be a good idea to make a copy of the documents for your records.
6. Tradewinds will handle the Purchase Order for the Home Climate Protection extended warranty and will invoice the distributor.
7. The homeowner will receive a letter from Universal Administrators as confirmation of their warranty.
8. Registration Process is complete.

By following these guidelines each Service Center should be equipped to answer any questions from your dealers as to the status of the sale of their extended warranties.

Home Climate Protection Application forms for the Dealers are available from the Tradewinds Marketing Department. These are multipart forms and must be used when making application for the extended warranties.

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Whirlpool Home Climate Protection Extended Warranty Procedures

